

SENNHEISER



## GSP 550 Frequently Asked Questions

EPOS

### **Are the ear pads replaceable?**

Yes, the ear pads of this headset are replaceable with GSA 501 and can be directly purchased off our website.

### **Is the connection cable replaceable?**

For this headset, the connection cable is replaceable with the Surround Dongle, which can be purchased on our website. If your connection cable broke before the expiration of the 6 months accessory warranty period, we will send you a new Surround Dongle free of charge – this does, however, depend on the cause of the damage.

### **Does the headset come with a software?**

This headset comes with Surround Dongle Software, making it possible to save your preferred equalizer settings. The Surround Dongle Software is free and can be accessed through the EPOS Gaming website under the 'Downloads' section or under this headset's product page.

### **Is the microphone replaceable?**

Unfortunately, the microphones of all our headsets are neither detachable nor replaceable. If your microphone breaks before the expiration of the 2-year warranty period, we will send you a new headset free of charge – this does, however, depend on the cause of the damage.

### **Is this headset compatible with GSX 1000/GSX 1200 PRO/GSX 300?**

This headset is not directly compatible with our amplifiers, as the headset already features an in-line 7.1 surround sound card. If you wish to use our amplifiers with this headset, take out the Surround Sound Dongle and insert a separately purchased UNP PC Cable or GSA 505. These cables plug directly into our amplifiers and assure you all the features of our amplifiers, making the headset an analog headset. Please note, that the Surround Sound software does not work with GSX 1000 and GSX 1200 PRO.

### **What platforms is the headset compatible with?**

This headset is compatible with PC since the Surround Sound software only works with PC. If, however, you wish to use this headset on different platforms, take out the Surround Sound Dongle and insert a separately purchased UNP PC Cable or UNP Console Cable. These cables will convert your headset into an analog headset, widening its range of compatibility to PC, Mac OSX, PS4, Xbox One, and Switch. Please note, that doing this removes the option of activating 7.1 surround sound.

### **Can I pick up calls with this headset?**

When using the Surround Sound Dongle, this headset cannot pick up calls on mobiles or tablets. If, however, you wish to do this, take out the Surround Sound Dongle and insert a separately purchased UNP Console Cable. This transforms your headset into an analog headset, making it possible pick up calls on devices that feature a 3.5 mm jack port. Please note, that doing this removes the option of activating 7.1 surround sound.

## **About EPOS**

EPOS is an audio and video solution company developing and selling devices for business professionals and the gaming community. Based on leading and advanced technologies, the Danish founded company delivers high-end audio and video solutions with design, technology and performance as paramount parameters.

The establishment of EPOS is based on the decision to let the business segments of the joint venture – known as Sennheiser Communications – between Sennheiser Electronic GmbH & Co. KG and Demant A/S evolve in different set-ups. Alongside the introduction of a new own-branded portfolio, EPOS continues to sell the current Sennheiser Communications portfolio co-branded as EPOS | SENNHEISER.

EPOS is part of the Demant Group – a world-leading audio and hearing technology group. As such, it builds on more than 115 years of experience of working with innovation and sound.

With headquarters in Copenhagen, Denmark, EPOS operates in a global market with offices and partners in more than 30 countries.

Find more information at [www.eposaudio.com](http://www.eposaudio.com)